

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 15-36-38

| TOTAL STEPS | STEPS PASSED | STEPS FAILED | OVERALL STATUS | DEFECT LIST |
|-------------|--------------|--------------|----------------|-------------|
| 48 | 47 | 1 | Fail | 1 |

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

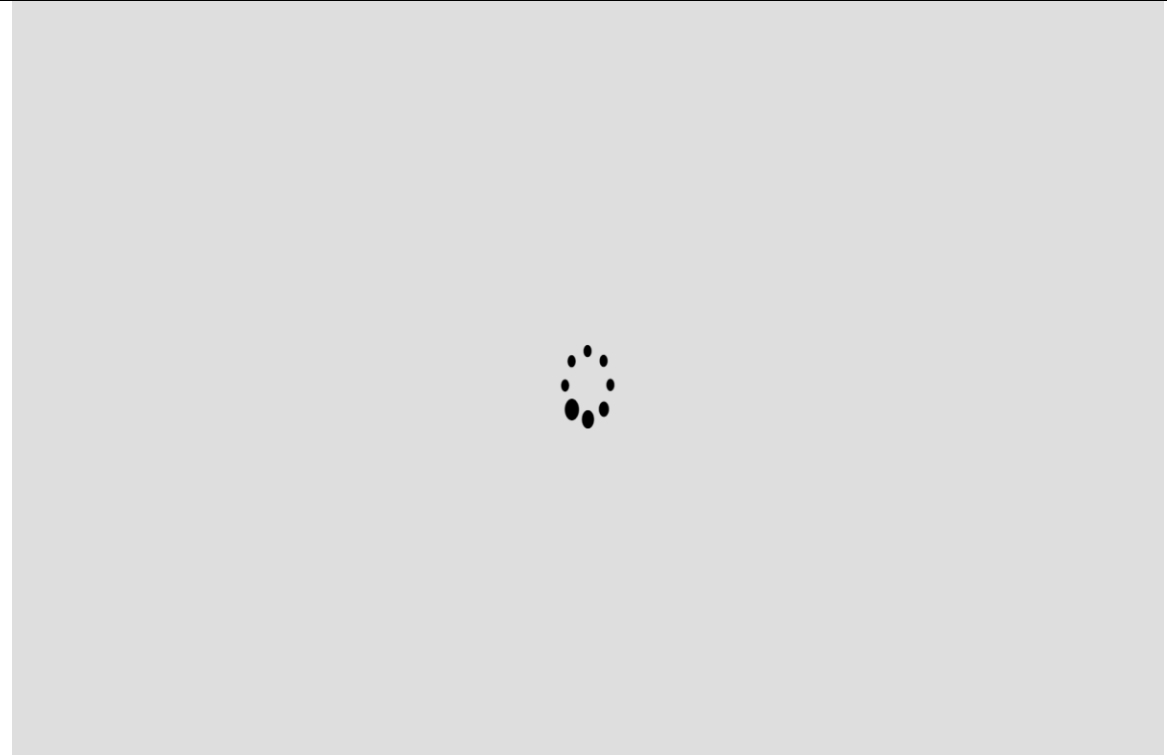
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



| |
|---|
| Step No:3 |
| Step Description: Click on loginbutton |
| Expected Result: loginbutton should be clicked |
| Actual Result: The Element: loginbutton is clicked |
| Status: Pass |
|  |

Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



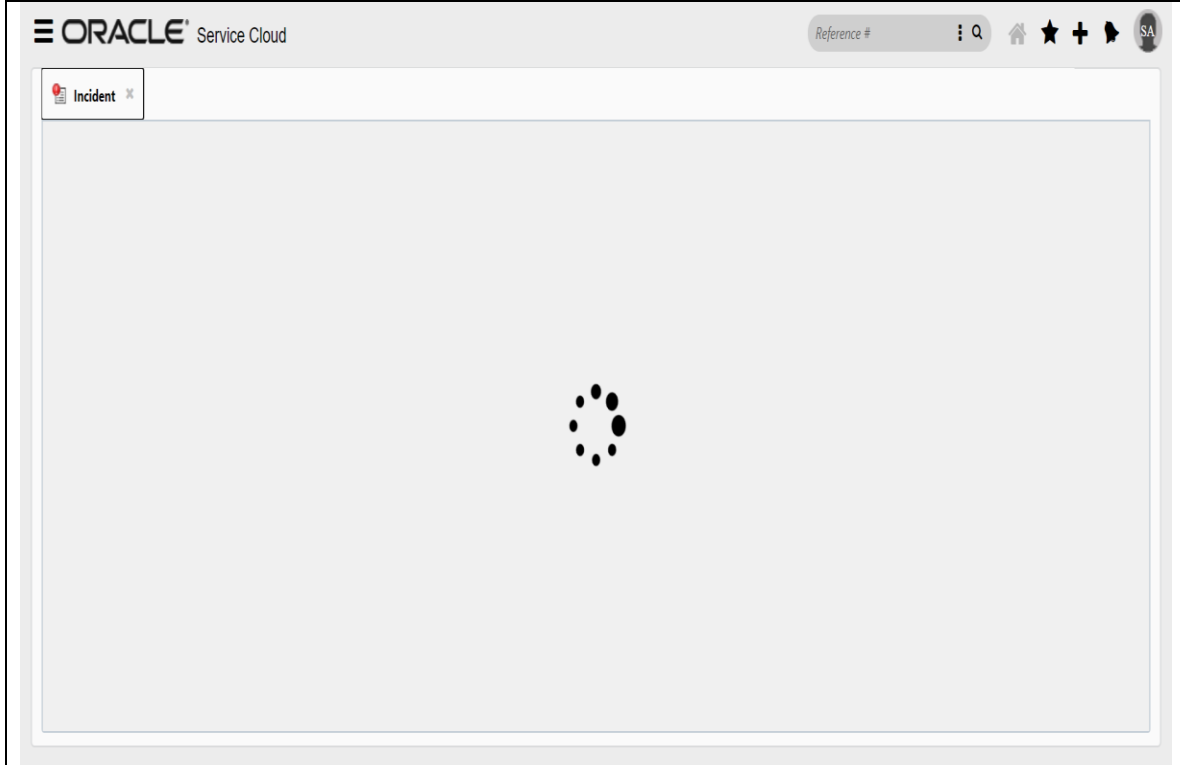
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

ORACLE Service Cloud

Reference #

200806-000081

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000081

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a specific case. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows the 'Summary' tab selected. The case details are as follows:

| Field | Value |
|-------------------|---|
| Subject * | how this product works, ab92547 product is not functioning properly |
| Reference # | 200806-000081 |
| Status * | Open |
| Assigned | Agent Access > Sys Agent |
| Disposition | [No Value] |
| Contact * | Adam Smit |
| Organization Name | |
| Product | [No Value] |
| Category | [No Value] |

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000081

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

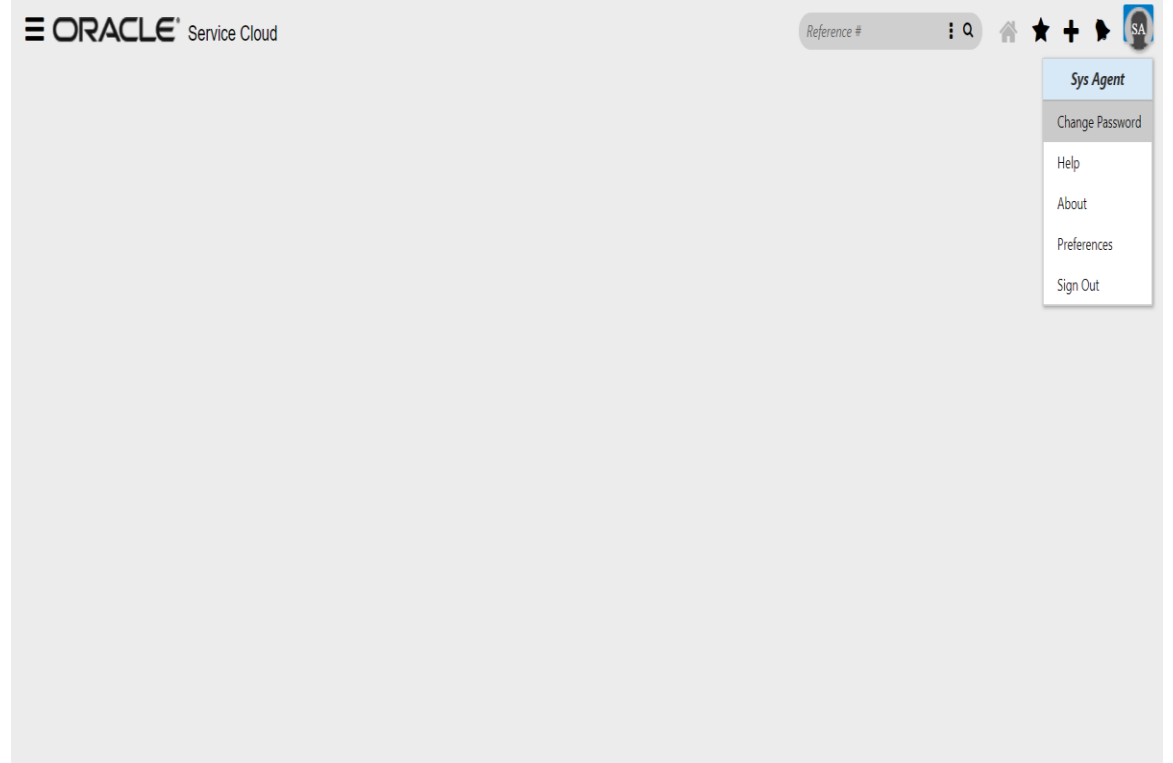
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



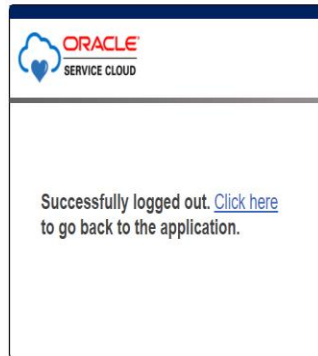
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



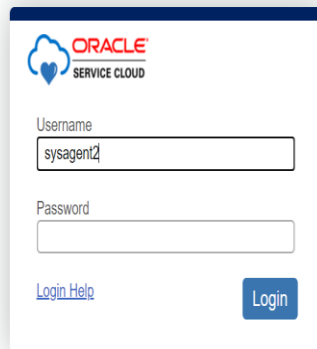
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE
SERVICE CLOUD

Username
sysagent2

Password

[Login Help](#) [Login](#)

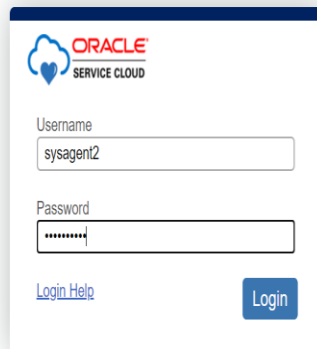
Step No:13

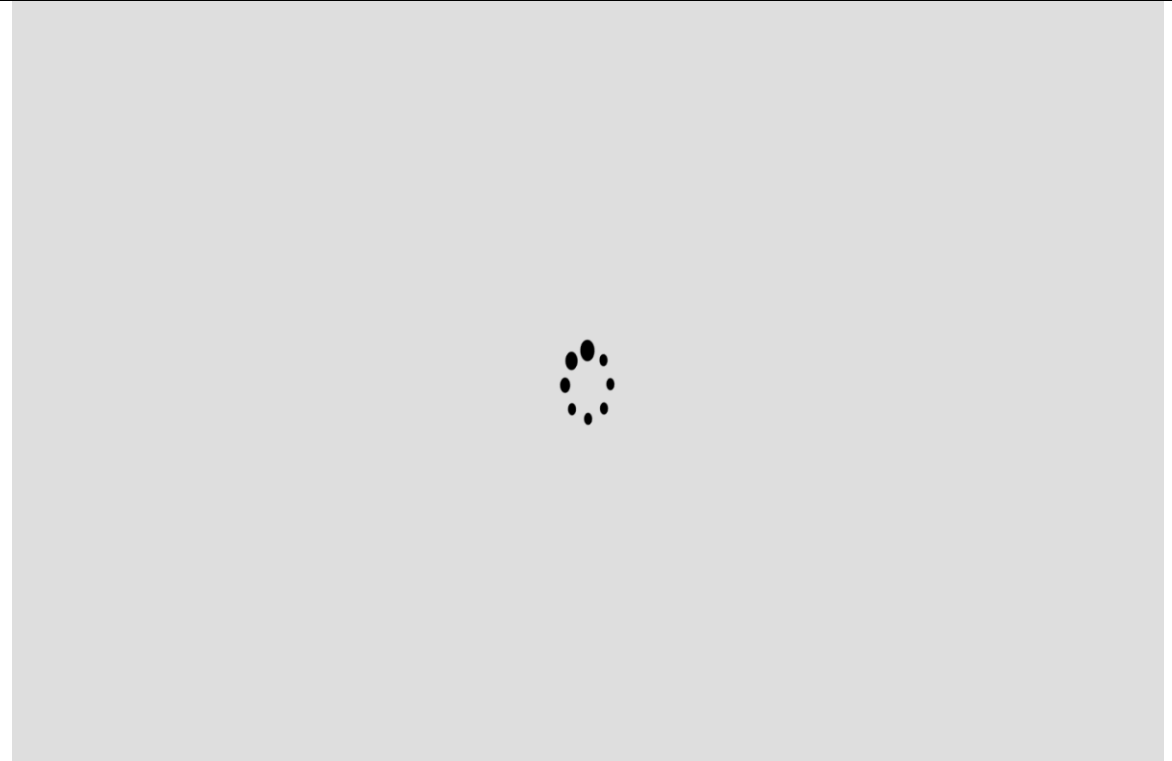
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



| |
|---|
| Step No:14 |
| Step Description: Click on loginbutton |
| Expected Result: loginbutton should be clicked |
| Actual Result: The Element: loginbutton is clicked |
| Status: Pass |
|  |

Step No:15

Step Description: Double Click on incident created before

Expected Result: Double Click on incident created before

Actual Result: null

Status: Fail

ORACLE Service Cloud

Reference #

My Inbox

Search Refresh Reset Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

| Subject | Date Due | Status |
|---|---------------------|------------|
| Abhiram Testing | 08/06/2020 05:30 AM | Open |
| how this product works, ab92547 product is not functioning properly | 08/07/2020 05:30 AM | Unresolved |
| how this product works, ab92547 product is not functioning properly | 08/07/2020 05:30 AM | Unresolved |
| Test Incident | 08/06/2020 05:30 AM | Unresolved |

4 Records

